

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	1960456
<b>Application Number:</b>	10815534
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	3473
<b>Title of Invention:</b>	Tracking and acting on one and done
<b>First Named Inventor/Applicant Name:</b>	Sarah H. Kiehaber
<b>Customer Number:</b>	48500
<b>Filer:</b>	Douglas W. Swartz/Karen Whittenburg
<b>Filer Authorized By:</b>	Douglas W. Swartz
<b>Attorney Docket Number:</b>	4366-140
<b>Receipt Date:</b>	11-JUL-2007
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<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	Information Disclosure Statement (IDS) Filed	4thIDSAsFiled11Jul2007WithPTO.pdf	1908830 880a25b78d357db791463c57fb8c29d1 bbdb65317f1	no	12

### Warnings:

**Information:**

This is not an USPTO supplied IDS fillable form

2	Foreign Reference	EP00501189A2.pdf	2497219 a34ff8997000820e-thc-baf807280103 d800d8	no	45
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**Warnings:****Information:**

3	Foreign Reference	EP00863651A2.pdf	379498 fb04cd406950531b900476312860d2eef 178dce	no	6
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**Warnings:****Information:**

4	Foreign Reference	EP_1091307A2.pdf	1461751 fb2cd602af5a14491c28271a57367d 1ff5153	no	12
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**Warnings:****Information:**

5	Foreign Reference	EP_1150236A2.pdf	1924731 b6b466723b34b6732f516fa10e90d9e4 bd358d	no	18
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**Warnings:****Information:**

6	Foreign Reference	EP_0899673A2.pdf	1738095 fc7a965322b261e1e9c04d9b1d4ab13 6a65390	no	18
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**Warnings:****Information:**

7	Foreign Reference	EP_0998108A1.pdf	1225741 beb078c1ece2dfe4bdc9954c300c472 d161d0b	no	10
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**Warnings:****Information:**

8	Foreign Reference	EP00772335A2.pdf	1016562 fe60b6c24583e7ed576c79cbbcb595b54f 4a88f74	no	17
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9	Foreign Reference	GB02290192A_.pdf	1001652 3bde02865e6b63912756c2970c2705ad1 1cfabdd2	no	23
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**Warnings:****Information:**

10	Foreign Reference	GB02273418A_.pdf	134818 bab952179f7733d2b995d087055d1c6a 63a1735	no	60
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**Information:**

11	Foreign Reference	WO09856207A1.pdf	1659878 d93db09e5a913b05c2105b5c0de5eb6 b43a00b1	no	41
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12	Foreign Reference	WO9607141.pdf	985378 aa505379ca1475dcb03b0541140d1f7f 399021a9	no	29
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13	Foreign Reference	CA_2174762.pdf	3576502 f56135d038787281b704a53a63c356 b199734	no	39
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14	Foreign Reference	CA_2143198.pdf	3804018 cd5b8e71db6785495a3432e13a811682 95e434	no	44
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15	NPL Documents	MicrosoftOfficeAnimatedHelpTool.pdf	132129 d9417342b5a0ab54a009a5791d1e53 02747293	no	1
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16	NPL Documents	ProductFeaturesGuidetoCallCenterAutomationBrockControlSystemsp59.pdf	93494 ae6329df16aae610658a19b80f437a5f a0274768	no	1
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17	NPL Documents	ProductFeaturesguidetocalcenterautomationCRCInfoSystemsp95.pdf	79710 06c5ad15de630fca0239a62eac104142b 647956e	no	1
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18	NPL Documents	NPRIPowerguide.pdf	208219 02e92620fa1d70894316826495f11b6 77291a1	no	1
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19	NPL Documents	NPRISPredictiveDialingPack age1993ComputerTelephony .pdf	518052 0ea7dfe1ae737f10e886d477a56290e 8c14fb	no	1
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20	NPL Documents	NPRICallCenterSoftwareYou CantOutgrow.pdf	178194 b1a7218ab443d387f413ba0a02552a56 b407a16	no	1
<b>Warnings:</b>					

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21	NPL Documents	VASTVoicelinkApplicationSo ftwareforTeleservicing.pdf	2980970 ad3b50a56d575419567d1b1202d997 53fe411	no	42
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22	NPL Documents	GEOTELIntelligentCallRoute r.pdf	965369 24d7366af4d4b0a462a749b0d5dd e236a823a	no	6
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23	NPL Documents	AvayaBusinessAdvocatePro ductSummary.pdf	1197136 302b7710a905a64baa877f13785ba3a fb406	no	3
<b>Warnings:</b>					

**Information:**

24	NPL Documents	AvayaBusinessAdvocateOpti ons.pdf	1961798 3c14640660b0b0b0b5e21280da9d 61a3a5	no	4
<b>Warnings:</b>					

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25	NPL Documents	CentreVuAdvocateRelease9 UserGuide.pdf	2292627 8516313007b8a1f0513d4139a1dc7d9a32a06 251ead500	no	293
<b>Warnings:</b>					

**Information:**

26	NPL Documents	InternetProtocolAddressing.p df	918830 0d8b718a10513d4139a1dc7d9a32a06 015771e	no	9
<b>Warnings:</b>					

**Information:**

27	NPL Documents	DomainNameServiceChp9.p df	2263941 d64706ab0b0513d4139a1dc7d9a32a06 ca4ff12b	no	21
<b>Warnings:</b>					

**Information:**

28	NPL Documents	BellsouthFrequentlyAskedQuestions.pdf	436857 e1706fb3a420d4936144897af4bf73566 c065d37	no	4
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29	NPL Documents	AScalableByzantineFaultTolerantSecureDomainNameSystem.pdf	9628354 3xb06fadfa796f69a43bf5a9520d13 71fe7409	no	101
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30	NPL Documents	AGuideforEnsuringServiceQualityinIPVoiceNetworks.pdf	2453462 e275c747999925daa16acd0997378d 8b020fc7	no	17
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31	NPL Documents	TheAdvantagesofLoadBalancinginthe.pdf	3233340 d762af961493841f5c78471a23292426 373fe143	no	14
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32	NPL Documents	AvayaBusinessAdvocateandItsRelationshiptoMultiSiteLoadBalancingAppl.pdf	5531267 867a5cc99b0598cc3388f789027a51 0e22094	no	14
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33	NPL Documents	AvayaMultiVantageSoftware_AdaptingProvenCallProcesses.pdf	3427613 86662b5c65d84099c25a3318d190edc89 140ee6c2	no	20
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34	NPL Documents	VoiceOverIPViaVirtualPrivateNetworksAnOverview.pdf	1310974 11320a3fb356dca3d25ca4cb66b2 0nd0654b	no	9
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35	NPL Documents	BetterImplementationofIPLarge.pdf	1311926 547aa311d0d5a7941a668027a68a 3cc025e9	no	14
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36	NPL Documents	NameResolutioninNetworkandSystemsMgmt.pdf	1862792 ac30654442a8fb9a43447a9433d12e 953cafe	no	16
<b>Warnings:</b>					
<b>Information:</b>					

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.